



### USA Hire Applicant Frequently Asked Questions

We have collected and placed for your information the most commonly asked questions related to USA Hire within Department of the Navy and Department of Defense. To quickly assess the question you are interested in viewing; simultaneously select the control key and left mouse click on the appropriate FAQ.

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### **Q: What is USA Hire?**

A: Developed by the Office of Personnel Management (OPM), USA Hire is an applicant assessment option that the Department of the Navy (DON) is piloting for several nonbargaining unit vacancy announcements. It may be used in place of or in combination with a USA Staffing Questionnaire to identify best qualified candidates for a vacancy. USA Hire online assessments are designed to measure critical general competencies required for the job. They combine several multiple choice and simulation-based test types that can be delivered in an online, unproctored setting. The specific assessments a given applicant will be asked to take will differ depending on the job to which he/she is applying. Sample items, along with instructions, can be found at: <https://usahire.opm.gov/assess/default/sample/Sample.action>.

### **Q: Is USA Hire going to be used for all DON vacancy announcements?**

A: No. Selection of vacancies to be used with USA Hire is dependent on the type of position, grade level and applicant pool (internal applicants versus external applicants).

### **Q: What is the basic application process for a vacancy using USA Hire?**

A: Applicants follow the below steps to apply:

1. Locate a vacancy on USAJOBS, and click "Apply Online" to start the application process.
2. Follow the prompts to log into your USAJOBS account.
3. Select resume and any other documents from your USAJOBS account.
4. Follow the prompts to proceed into USA Staffing Application Manager.
5. Complete the assessment questionnaire, upload any additional documentation and click "Submit My Answers" in Application Manager.
6. Applicants who meet minimum qualifications and eligibility based on questionnaire responses will receive an email from USA Hire to complete the online assessments.

### **Q: How is my application rated when a vacancy uses USA Hire?**

A: Applicants receive points by answering questionnaire items relating to technical competencies in USA Staffing Application Manager (if used) and completing online assessments related to general competencies in USA Hire. The critical competencies for a position are identified through job analysis and validated by selecting officials and/or Subject Matter Experts (SMEs). All competencies assessed are listed in the vacancy announcement. Applicants receive a combined final score between 70 and 100 based on their responses to the assessment questionnaire and USA Hire online assessments. Final scores are used to rank applicants in score order to determine which competitive applicants will be referred to the selecting official for further consideration. When USA Hire is used with Delegated Examining Unit job opportunity announcements open to all U.S. citizens, final scores are used to refer applicants according to category rating procedures.



**Q: What kind of notification and guidance does the applicant receive throughout the process?**

A: Applicants receive all status updates and notifications typically sent through USA Staffing and USAJOBS during the application process. In addition, the job opportunity announcement, the onscreen instructions in Application Manager, and the USA Hire invitation email all provide specific instructions on what applicants can expect and how applicants should complete the next steps in the process.

**Q: I don't think I received an email invitation to the additional online assessments. Why not? What do I do?**

A: USA Hire sends the email invitation from [assessments@USAHire.opm.gov](mailto:assessments@USAHire.opm.gov) to each applicant who indicates he/she meets the minimum qualification and screen-out factors in the initial assessment questionnaire. If you have completed the same USA Hire assessments previously (within the last year), you will not receive a link and will not have to log into the USA Hire. Instead, you will receive an email stating you have already completed the required assessment(s).

If you indicated you were minimally qualified and did not receive an email invitation, check the following:

- The email is sent to the email address in your USA Staffing Application Manager account. Be sure you are checking the appropriate email address.
- Please ensure your email account settings will allow an email from a ".gov" email address. If not, the email may appear in a "Spam" or "Junk" folder.
- Applicants should contact the USA Hire helpdesk at [helpdesk@usahire.opm.gov](mailto:helpdesk@usahire.opm.gov) with additional questions about the USA Hire invitation email.

**Q: How long do applicants have to complete the USA Hire assessments?**

A: Applicants have from the time they receive the email invitation until 48 hours after the closing date of the vacancy announcement to complete the assessment. If an applicant requests a reasonable accommodation that is adjudicated after the assessments would normally close, he/she will be given 48 hours to complete the assessments once their request is adjudicated.

**Q: What happens if an applicant does not complete the USA Hire assessment?**

A: If USA Hire online assessments are required for a vacancy announcement, applicants must complete them to be eligible for consideration. Applicants who do not complete the assessments within 48 hours of the closing date of the vacancy (or a different testing period specified in the vacancy announcement) will be rated ineligible for that announcement.

**Q: Do applicants have to login at USA Hire?**

A: All eligible applicants will receive an invitation email from [assessments@USAHire.opm.gov](mailto:assessments@USAHire.opm.gov) containing a unique link that automatically logs the applicant in at USA Hire. If the applicant has previously completed the same assessment (within the last year), he/she will receive a courtesy email notifying him/her that no further action is required.



## USA Hire - FAQs

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**Q: If the applicant stops mid-stream when completing USA Hire assessments, how should he/she get back? How does USA Hire know who he/she is?**

A: The applicant should follow the instructions provided in the invitation email. USA Hire recognizes the applicant by the unique URL link assigned. Applicants should complete the question he/she is currently answering in USA Hire before stopping mid-stream.

**Q: How long are USA Hire scores used for future job opportunity announcements using USA Hire?**

A: An applicant's score for an assessment may be used for other DoD and other Federal job opportunity announcements using the same USA Hire assessment for a period of 12 months following the completion of the assessment. How results will be re-used is specifically referenced in each job announcement that uses USA Hire.

**Q: How will OPM assist applicants needing reasonable accommodations to complete the USA Hire assessments?**

A: The vacancy announcement will provide applicants with information required to request a reasonable accommodation for the assessments. An OPM reasonable accommodation coordinator will work with applicants who request a reasonable accommodation to adjudicate the request. Applicants are given 48 hours to complete the assessments once their request is adjudicated.

**Q: Does use of USA Hire change any veterans' preference rules?**

A: No. When USA Hire is used with Delegated Examining hiring, announcements open to all U.S. citizens, the current veterans' preference rules under category rating must be followed. For more information about veterans' preference, visit <http://www.fedshirevets.gov/>.

**Q: Who do I contact with technical USA Hire system issues/questions while accessing or completing the assessments?**

A: Applicants may contact the USA Hire Help Desk at [Helpdesk@USA.Hire.opm.gov](mailto:Helpdesk@USA.Hire.opm.gov).

### Where to Go for Additional Information

For additional information contact our employment information center at [DONEIC@navy.mil](mailto:DONEIC@navy.mil) or by emailing [DONhrfaq@navy.mil](mailto:DONhrfaq@navy.mil).